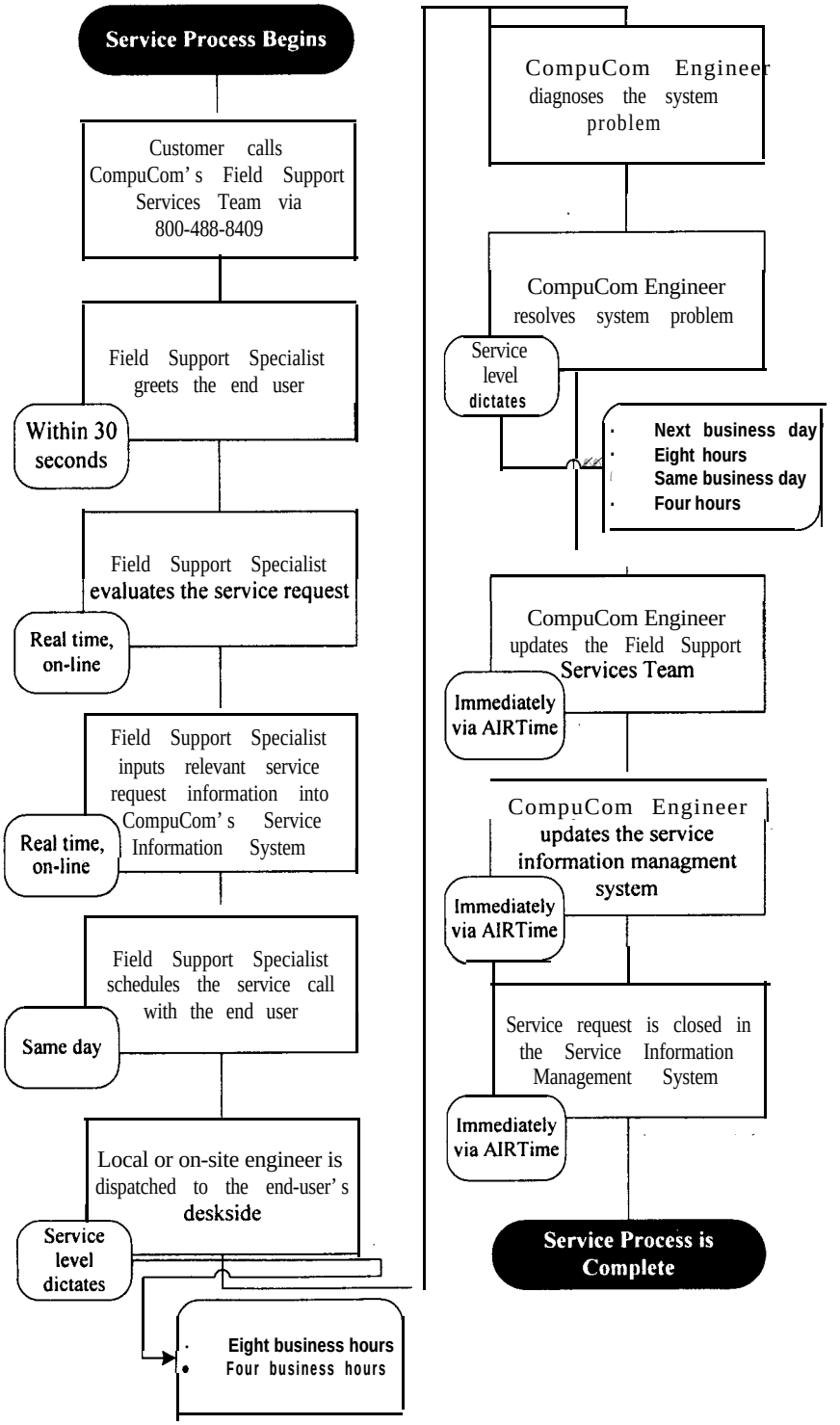
Once a call is delegated from the Field Support Services Team to an engineer, updates to SIMS will be accomplished via AIRTime, CompuCom's Advanced Information Reporting Tool. This laptop-based application allows CompuCom engineers to utilize the latest in wireless networking technology to electronically retrieve and send work order information from a remotely based laptop directly to and from SIMS. Using AIRTime, engineers are able to communicate work order information, create administrative time-tracking work orders, and order parts, then transmit the data back to the host via phone line, network, or wireless modem.

The following flowchart depicts the standard call flow for a contracted **service** call.

CALL RESOLUTION PROCESS



SERVICE RESPONSE STANDARDS

CompuCom maintains high service responsiveness standards to ensure minimal end-user down time. The protocol for the State Computer Store warranty service calls will be as follows:

- A Field Support Services Team member answers the customer call and immediately attempts to troubleshoot the service request.
- If the problem cannot be fixed remotely, a CompuCom Field Engineer will be dispatched to the equipment site within the time frames as specified within the manufacturer' s warranty terms and conditions, or according.warranty upgrade as specified in the customer' s service contract level
- If repair has not been made within eight (8) hours of the Field Engineer' s arrival at the equipment site, CompuCom will work with the agency to come up with a mutual acceptable solution, which may include furnishing replacement equipment until the malfunctioning component has been repaired.

WARRANTY UPGRADES AND EXTENSIONS

CompuCom offers several levels of support to upgrade and/or extend the manufacturer' s warranty. The following table lists CompuCom's service contract level and coverage options for warranty service.

Service Response-Time Table

Options for Dispatch Response	Options for Dispatch Restoral
8 business hours (same business day)	Next business day restore
4 business hours	Same day restore
Mobile Computing Services	
Repair-and-return program providing a next business day resolution once the laptop is received at the service center (typical timeframe is three business days)	
Overnight advance shipments of pre-configured, customer-owned laptops to replace defective units (typical timeframe is one business day)	
Options for Extended-Hour Coverage	
5 days a week, 12 hours a day coverage	
5 days a week, 16 hours a day coverage	
5 days a week, 24 hours a day coverage	
7 days a week, 12 hours a day coverage	
7 days a week, 16 hours a day coverage	
7 days a week, 24 hours a day coverage	

THE NUTS AND BOLTS OR COMPUCOM' S SERVICE TRACKING TOOLS

SERVICE INFORMATION MANAGEMENT SYSTEM (SIMS) AND AIRTIME

CompuCom continuously updates service performance; including all break/fix, and installation, move, add, change events, on an ongoing basis by entering a service request into SIMS. This system is utilized to track all service calls and facilitate the complete call management process including; status, completion date, logistics, and systematic call escalation. Additionally, valuable reports can be generated from SIMS, which you can use to identify and follow problem trends and monitor service contract level compliance.

Key features of SIMS include:

- Service order management
- Service intelligent dispatch
- Warranty/return to vendor processing
- Automated contract administration
- Cost/revenue analysis
- Systematic call escalation
- Detailed reporting

SERVICE INFORMATION MANAGEMENT SYSTEM (SIMS)

CompuCom's engineering activities are coordinated and tracked by SIMS, a proprietary client/server application. This application provides extensive dispatch and reporting functions, as illustrated in the table below.

SIMS FEATURE	SIMS FUNCTION
Dispatch Features	
Intelligent Dispatch	The Field Support Services Team uses SIMS to track all service requests and to delegate based on engineer workload and client entitlement.
Help Desk Interface	This interface coordinates with the Field Support Services Team to properly manage calls. Calls are electronically transferred to SIMS. The Field Support Services Team checks workload and delegates an engineer.
Call Avoidance Procedures (Optional)	This feature transfers calls to CompuCom's software support desk, if the client is a help desk client, prior to dispatching an engineer.
Automated Escalation Procedures	SIMS notifies the Field Support Services Team of impending escalation, points for contracted service clients. At this point, escalation begins.
Quality Features	
National Accounts Status Screens and Reports	This feature provides status of current and previous calls by client nationally, regionally, locally, and by engineer (for contracted service clients only).
Engineer Utilization Reports	These reports detail monthly or quarterly service activity by several categories.
Call-Back Analysis	This feature tracks and analyzes events that require more than one visit to resolve (for contracted service clients only).
Response Time Analysis	This feature tracks and analyzes the elapsed time between call-in and on-site arrival (for contracted service clients only).
Time-To-Repair Analysis	This feature tracks and analyzes elapsed time between call-in and resolution (for contracted-service clients only).
Monthly Report Review	Regularly scheduled review meetings with local service areas, region, and/or corporate service management.
Contract Cost/Revenue Analysis	Provides cost/revenue by contract, contract type, equipment type, and local service area.
Spare Parts Features	
Good/Bad Parts Warehouses	This feature tracks all parts at the local level (may be a local service location or a client location) to ensure that good parts are in stock.
Automatic, Nationwide Parts Allocation	This feature provides service areas with dynamic recommendation of parts to order based on contract commitments and usage history.
Billing Features	
Online Warranty Verification	The online warranty verification tracks serial numbers automatically for all products purchased from CompuCom.
Online Call Closing, Billing, Verification, and Call Histories	This feature enhances the billing process and catches billing errors prior to issue of invoice.

AIRTIME

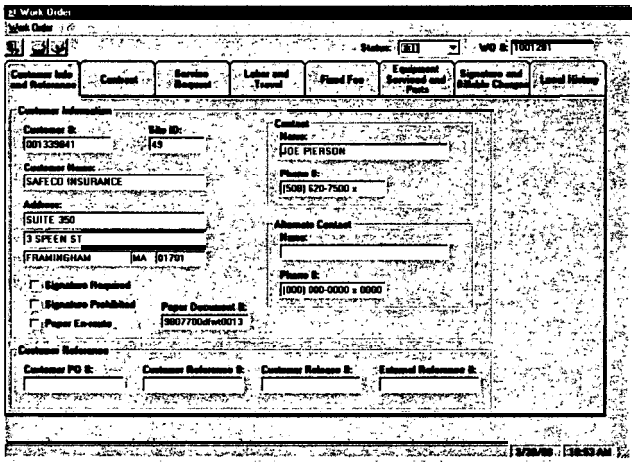
Once a call is dispatched from the Field Support Services Team to an engineer, most of the updates to SIMS are accomplished via **AIRTime**, or Advanced Information Reporting Tool. This laptop-based application allows CompuCom engineers to utilize the latest in wireless networking technology to electronically retrieve and send work order information from a remotely based laptop directly to and from SIMS. This application also benefits your organization by replacing former paper processes with electronic procedures. The laptop configuration includes a signature-capture pointing device, a portable printer, and a wireless modem.

The benefits you receive include:

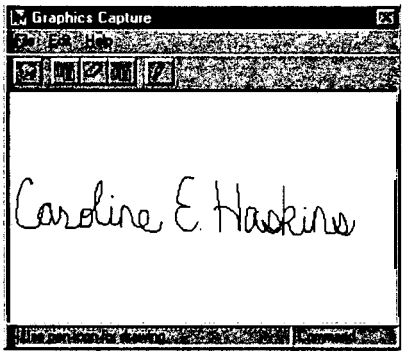
- Reduce end-user down-time
- Increased customer satisfaction
- Improved accuracy of the reporting process
- Increased engineer efficiency
- Reduced costs associated with the reporting process
- Improved engineer-reporting compliance
- Reduced billing cycle-time
- Reduced accounts payable issues
- Immediate parts allocation

Using **AIRTime**, engineers are able to communicate work order information, create administrative time-tracking work orders, and order parts, then transmit the data back to the host via phone line, network, or wireless modem. In addition, through the use of this sophisticated communication tool, CompuCom engineers have access to customer account information and associated service contract level requirements before beginning service. For example; if a work order is driven by escalation rules, details about the service contract level agreement and contract are displayed on the screen along with the service request information. This allows the engineer to clearly understand and anticipate the expectations of the end users.

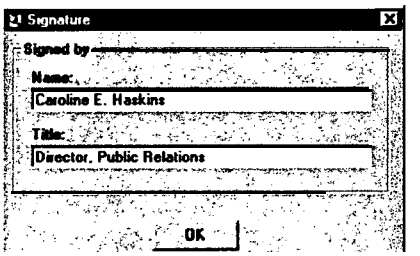
The frame below provides an example of what the engineer sees when logging into AIRTime:



An additional feature of AIRTime is the electronic client-signature capture function. This function greatly enhances authorization security by documenting service delivery with an electronic signature. After the customer contact signs the work order, the signature cannot be recycled; it is stored with the form data only.



After signing the work order, the client contact verifies their name and types their title in the title field.



The AIRTime laptops also include fax-back capability and a portable printer, enabling engineers to provide the customer with a paper copy of the work order. AIRTime is a proprietary application developed exclusively for use by CompuCom engineers.

REPORTING - MEASURING EXACTLY WHAT YOU GET

As part of our quality assurance program, CompuCom measures and reports on its performance by using data captured from its call management and problem management systems. CompuCom's call management system will track several metrics, including the average speed of answer, abandonment rate, and average handling time of every call into the State' s toll-free service number. Our problem management system will log, track, assign, and manage each incident to resolution based on the terms and conditions of this contract.

CALL DISTRIBUTION BY INCIDENT STATUS

This report details calls received in the following categories:

The number of calls received that were resolved and closed versus number of calls that were referred to another level of support

The total call counts by closed or assigned status (for example: a closed call status represents a call where Remote Help Desk resolved the problem/issue; an assigned call status represents a call that was either assigned or escalated by Remote Help Desk)

The percent of calls broken down by status; for example, 87 percent closed first call or 13 percent closed that needed a return call

The following sample report shows that 1,975 incidents were received in a one-month period and provides information on the status of the calls as of the end of the month.

STATUS	DATA	TOTAL
ASSIGNED-TECH	Number of incidents Percentage of total problems	381 19.29%
CLOSED-CUSTOMER	Number of incidents Percentage of total problems	99 5.01%
CLOSED-FIRST CALL	Number of incidents Percentage of total problems	174 8.81%
CLOSED-MULTICALL	Number of incidents Percentage of total problems	22 1.11%
CLOSED-TECH	Number of incidents Percentage of total problems	200 10.13%
INACTIVE	Number of incidents Percentage of total problems	1089 55.14%
INACTIVE-NEW CASE OPENED	Number of incidents Percentage of total problems	3 0.15%
ON HOLD-CUSTOMER	Number of incidents Percentage of total problems	2 0.10%
OPEN	Number of incidents Percentage of total problems	5 0.25%
		1975
Total Percentage of Incidents		100%

INVENTORY MANAGEMENT

Inventory control at our six logistics centers is accomplished through SIMS. SIMS includes an online inventory system that tracks each part shipped to a specific service call. Service calls cannot be closed without engineers providing parts disposition. Once disposition is given, the defective part is tracked back to the vendor or to CompuCom's inventory at our Service Logistics Center (SLC) in Dallas. To maintain inventory accuracy, a quarterly wall-to-wall physical inventory is performed throughout all stocking locations, including CompuCom service locations and clients' on-site spare parts inventories.

The SLC's goal is to keep the logistics centers stocked with between six and twelve months worth of projected parts usage, depending on overall dollar value of the part, and to dispose of older inventory on a quarterly basis. A tool called Distribution Resource

Planning (DRP) is used to perform inventory management and planning for CompuCom' s service markets. Inventory analysts use DRP to accomplish the following:

- Forecast future demands for items
- Prepare order recommendations based on current inventories and orders
- Determine specific stocking locations and allocate available parts

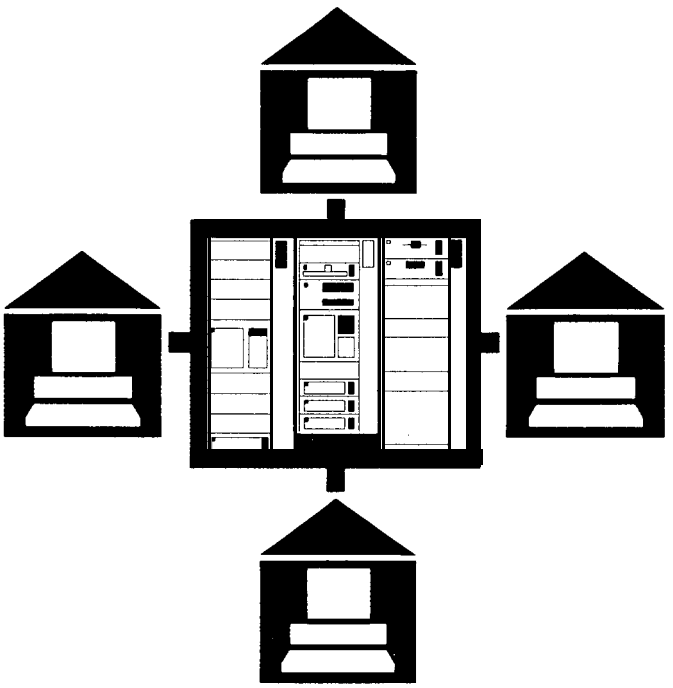
This program allows for more effective use of available assets and for positioning of new inventory as usage dictates. Through the use of this software, the SLC has experienced increased customer satisfaction.

SERVICE LOGISTICS CENTER ORGANIZATION

The Service Logistics Center Organization (SLC) operation is currently divided into four major areas. Each area has defined responsibilities and duties that ensure an efficient operation geared to the movement and control of spare parts between CompuCom engineers, the SLC, and CompuCom' s large vendor and manufacturer base. The SLC management staff consists of a Director of Service Logistics, a Materials Manager, a Field Logistics Operations Manager, and a Distribution Team Leader. Each individual brings many years of spare parts experience to the team.

- **Product Teams-These** teams process all part requests from engineers, monitor all cross-ship and exchange-parts returns to vendors, and process claims to ensure credit is received for all labor and parts utilized during warranty repairs. Further responsibilities include reviewing vendor rejects on parts and labor, lost freight claims, and good parts/warranty recovery processes.
- **Distribution-The** distribution team is charged with the physical control of the CompuCom-owned spare parts inventory. This includes all of the inspection, shipping, and receiving of more than 400 good and bad line items daily. Inventory accuracy at the SLC is consistently maintained at approximately 99 percent.
- **Inventory Management-The** inventory management team is responsible for all issues relating to model stock, including parts availability. Other responsibilities of this important area include the monitoring of inventory adjustments, redistribution of goods overstock, excess inventory disposal, vendor stock balancing, and logistics financial reporting to the field.
- **Field Logistics-The** field logistics team provides hands-on training and ongoing support for Field Logistic Coordinators and monitors field inventory transactions.

Service Logistics Center



CompuCom Systems, Inc.
Service Logistics Center
850 Northlake, Suite 200B
Coppell, TX 75019

COMPUCOM SERVICE LOGISTICS CENTER -AUGUST 2000

The Service Logistics Center **(SLC)** at CompuCom is located in Coppell, Texas, within 5 minutes of DFW Airport. We are comprised of 37 Logistics professionals with varied duties and responsibilities. The goal of all of our Logistics Associates being to ensure the:

"Rinht Part at the **Right Place** at the **Rinht Time"**
(and *at the* ***Right Price').***

The SLC is currently divided into four major areas.

- Manufacturer Buying Teams
- Distribution
- Inventory Management
- Field Logistics

Each area has defined responsibilities and duties that ensure an efficient operation geared to the movement and control of spare parts between the Field, the SLC and our large vendor and manufacturer base. Our management staff consists of a Director of Service Logistics, a Materials Manager and a Field Logistics Operations Manager. Each individual bringing many years of spare parts experience to the team.

Manufacturer Buying Teams
Our Buying Teams consists of twenty five (25) Associates who spend the vast majority of their time processing spare parts requests from our Field Engineers. As the part requests are processed through our center, a combination of our software (SIMS) and the responsible Buying Team determines the most logical source from which to obtain the spare part required. Depending on the type of work order and type of part, the requirement will be sourced from one of the following locations:

- CompuCom spare parts available inventory
- New buy
- Warranty Cross-Ship from the manufacturer
- Advance Exchange from a 4th party

If the part is not sourced from our inventory, the call type will determine the return process on the defective part. A Cross-Ship or Exchange will always result in the Field sending the defective core part directly back to the vendor for credit. The Buying Team also has the responsibility to monitor all cross ship and exchange parts returns to our vendors as well as processing claims and ensuring credit is received for all labor and parts warranty transactions. Further responsibilities include working vendor rejects on returned parts and good parts/warranty recovery processes.

Using the vendor online systems, our Teams are currently buying or exchanging approximately **600+** line items of inventory per day. The vast majority of these purchase orders are scheduled to arrive at the field location for the next business day.

Current success rates for these Product Teams include:

- 99.73% Success rate in returning the defective core part to the vendors on time
- Less than **.5%** reject rate on returned parts to vendors (i.e. wrong part returned)
- **99+%** same day order placement rate with our suppliers/manufacturers
- **85+%** same day fill rate from the manufacturers
- 98% same day till rate from our **4th** party suppliers
- 98% Purchasing Efficiency based on pricing

Inventory Management

The **SLC's** four (4) Inventory Management associates are responsible for all issues relating to model stock, including parts availability and Server Registration. Other responsibilities of this important area include the monitoring of inventory adjustments, redistribution of good overstock, excess inventory disposal, vendor stock balancing and our extensive Logistics financial reporting for the field.

- **98+%** Model Stock availability
- Good overstock field inventory maintained at less than 3%
- Defective parts outstanding at less than **$20K**
- Model Stock consistently managed within IO-15% of break / fix revenue

Distribution

Our Distribution Department is charged with the physical control of CompuCom owned spare parts inventory. Three (3) individuals are involved in the physical distribution process to include the inspection, shipping and receiving of over 200 good and bad line items daily.

- Inventory accuracy at the SLC is measured each quarter and consistently maintained at **99+%**
- All SLC available parts requested are shipped same day

Field Logistics Operations

The SLC has the expertise of two (2) Field Logistics Specialists on our staff. In addition to providing " hands on" training of our new Field Logistics Coordinators, these two individuals have the responsibility for further defining and providing enhancements to our Field Logistics operating procedures.

- Field inventory accuracy is consistently maintained at **98+%**
- Cross ship and reject success rates as listed above

- Extensive logistics management reporting available through W.O.W.
- A comprehensive Vendor Operations guide listing appropriate procedures for each manufacturer or vendor

COMPUCOM SERVICE LOGISTICS CENTER

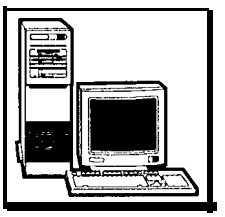
Logistics Associates

4 Purchasing Teams: 25 Associates
- IBM, *Lexmark/Apple/NEC*
- Hewlett Packard
- Compaq
- Toshiba and Miscellaneous
  (*AST/DEC/Fujitsu Dell, Okidata, Kingston, CMS, etc.)*

Warehouse:	3 Associates
Inventory Management:	4 Associates
Field Logistics:	2 Associates
Management:	3 Associates
Team Total:	**37 Associates**

Centralized Spares Purchase & Support (On-site/Same day/Next day)

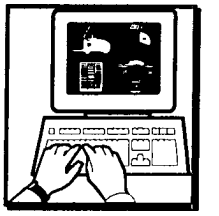
- Warranty
- Contract
- Time and Materials
- Part Sales



Daily Volumes

Purchasing	600+ LINE ITEMS
Shipments/Receipts	200 LINE ITEMS
RTV Shipments	15 LINE ITEMS
Labor Warranty Claims	25 TRANSACTIONS
Good Parts Dispositions	60 TRANSACTIONS

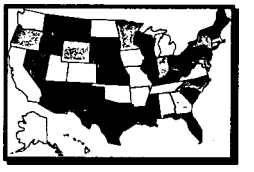
General



S y s t e m s

- On line purchase order entry with Compaq, IBM, HP, Toshiba
- Detailed vendor quality reporting: Lead Times, DOA, Stock Outs
- Closed loop Return To Vendor (RTV) process from field locations

Facilities

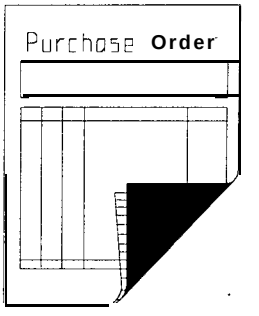


- Coppell facility 22,000 Square Feet
- 47+ Branch Locations across the U.S.
- 100+ Stock Locations across the U.S.

COMPUCOM SPARE PARTS PURCHASING

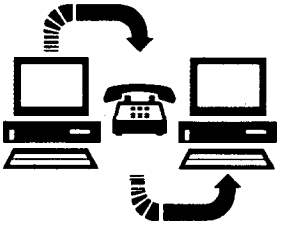
1999 Statistics

Order Type .	Orders	Dollar Value
Warranty Orders	10,236	$47.2 Million
Exchange Orders	13,568	$ 1.8 Million
New Buy Orders	31,563	$ 5.4 Million
Repair Orders	1,604	$ 0.4 Million
Primary Business Totals	**156,971**	**55 Million**

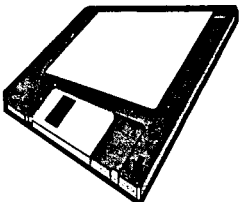


Manufacturer On-Line Systems Currently Installed

- Compaq CSN
- Apple Order
- IBM E-Claim
- TOSHIBA E-Claim
- Hewlett Packard " E-Parts Direct"



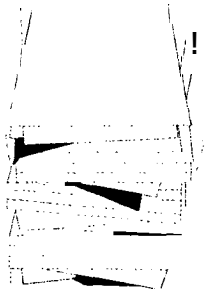
CompuCom Vendor Quote Pronram



- Quarterly Updates from all vendors
- Windows based proprietary program
- Data Collection for new buy, exchange and repair
- Automated download of vendor pricing
- Automated upload and comparison of pricing
- Automated notification of preferred vendor status
- Comprehensive vendor matrix to establish most economical vendor

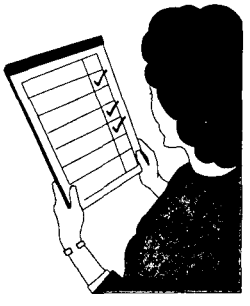
COMPUCOM PARTS TRACKING AND DISPOSITION

1999 Statistics

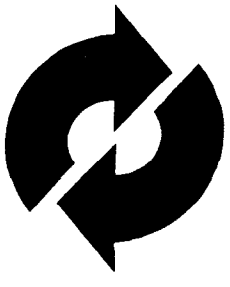


Activity	Volume
Labor Only Warranty Claims	2,600
Exchange Part Expedites/Tracking	14,000
Good Unused Part Dispositions	18,000
Vendor Parts Reject Re-submissions	1,647
Total Transactions	**36,247**

CompuCom Closed Loop Exchange Return Process



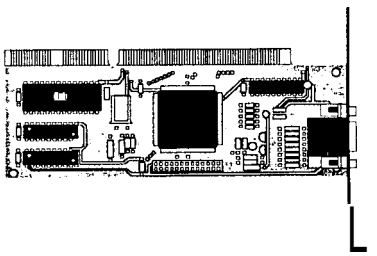
- All returnable parts are tagged with a tracking number and a required return date to the appropriate vendor
- Clock starts tracking based on the actual vendor ship date
- System provides a daily detailed reporting of vendor returns versus designated time frames
- Daily SLC expediting of those transactions at risk
- Transaction closes upon the systems entry of the return shipment and respective waybill number to the vendor



COMPUCOM DISTRIBUTION WAREHOUSE

1999 Statistics

Shipment Activity	Line Items
All shipments	17,000
Reject returns to vendor	1,700
Repair shipments to vendors	11600
Total	20,300



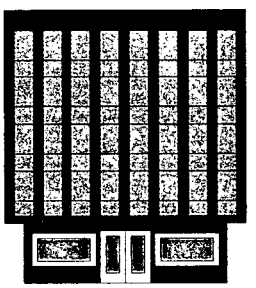
Receipt Activity	
Field / new buy purchase	15,000
Repair/exchange shipments	1,900
Vendor warranty replenishment	600
Total	**17,500**

Additional Tasks and Responsibilities

- Ongoing excess disposal
- Bi-annual physical inventories
- Stock rotation program
- Inventory cycle counting
- Field and vendor receiving problems / resolution
- Spare parts quality seal program

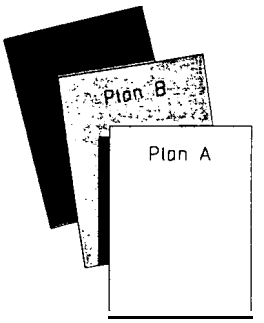
Warehouse Specifics

- 16,000 square feet
- Operating within OSHA guidelines
- All employees are forklift certified



COMPUCOM INVENTORY MANAGEMENT

1999 Statistics



- Purchased $1 million in model stock purchases to support all new 1999 contracts
- Maintained overall model stock availability at 98+%
- Re-values CompuCom spare parts assets quarterly using a comprehensive spares " current market value" formula

Additional Tasks and Responsibilities

- Provide field with guidelines and sparing dollars for new maintenance contracts
- Weekly monitoring of national spares inventory levels
- Identify and reduce excess inventory in the field
- Consistent " tweaking" of reorder program for consumables
- Ongoing disposal of excess inventory at corporate
- Provide field management with complete, accurate and timely usage information relating to spare parts

K4. ON-SITE ENGINEERING SERVICES

CompuCom provides IT on-site engineering services that simplify the selection, integration, and cost-effective management of the digital infrastructure.

CompuCom provides customers with a lower cost structure, greater economies of scale, and the long-term assurance of world-class IT support. The company' s Workplace Outsourcing services portfolio is built upon our strength as one of the largest independent, multi-vendor support services and product distribution providers in the world. Our On-Site Services offering for the California State Computer Store customers is inclusive of desktops, mobile computing de-vices, servers, software, web solutions, and networking technologies. CompuCom is presenting our State Computer Store customers with enormous opportunities to embrace change, new technologies, and best practice processes to drive their business evolution.

PEOPLE: TECHNICAL EXPERTISE

Educated and competent re-sources with recognized industry certifications represent a critical success factor in the delivery of outsourcing on-site engineering services. CompuCom's investment in education, training, and certification, coupled with our Vertical Resource Delivery philosophy, provides our customers with the distinct advantage of matching the right people, with the right market expertise, for the right opportunity. CompuCom has 2200 multi-vendor certified engineers, 350 consultants, alliances with leading national engineering support firms, and service locations in 61 metropolitan areas throughout the United States. Our management team, consultants, and technical re-sources have strong functional skills in the following areas:

- IT Consulting
- Program development and deployment
- Multi-Vendor Hardware Support
- Mobile Computing Support
- Network and Systems Management
- Business Recovery
- OS Migrations and deployment
- Systems integration
- Information Security
- Managed Help Desk
- Asset Management
- Proactive Management and eServices
- Web development

Our professional staff maintains leading industry certifications for every major OEM hardware platform and best practice standard including: Microsoft, Novell, Lotus, Cisco, and project management enabling CompuCom to provide State Computer Store customers with:

- Business and technology consultants with deep technical competency across multiple, infrastructure environments.
- Consultant and system engineers with strong application migration and technology deployment experience across multiple hardware, network, and systems environments.
- Management specialists with significant experience in transitioning, operating, and managing client technologies and mitigating human resource issues inherent in outsourcing solutions.

COMPUCOM' S TEAM OF PROFESSIONALS

CompuCom' s team of professional System and Consulting Engineers will provide our State Computer Store customers with expert resources to meet their on-site engineering requirements. CompuCom' s engineers have a broad range of experience and expertise in diverse information technology environments including both distributed and host-based architectures. A summary of our on-site engineering experience and expertise for the California State Computer Store is as follows:

DUTY STATEMENT

System Engineer(s) *All with a minimum of24 months experience within the last 36 months.*

Our Systems Engineers are experienced in the development of systems; integration of internal server CPU hardware components; and, diagnosing failures, correcting problems and providing network support services. They focus on the planning, integration and management of emerging technology into our customers information systems, including design, configuration, new installation, network upgrades, testing and proof of concept. In addition they will be responsible for the development in professional programs such as Microsoft, Novell, Helpdesk/IT operations, Network Management, Infrastructure, Enterprise Systems and Internet/Intranet/Extranets. These Systems Engineers will provide an array of services tailored to meet the needs of each customer IT project.

Under general direction, principal responsibilities and duties include:

- Developing and maintaining data processing applications which meet customer needs.
- Coding, testing and implementing computer programs in developmental and maintenance modes.
- Defining systems requirements and priorities with customers and ensuring those daily needs are met.
- Developing system and programming specifications.

- Designing data processing solutions based on business needs and technical considerations.
- Researching and resolving application production problems
- Monitoring application performance and performing run time improvement functions.
- Participating in the specification, systems design and integration of hardware and software.
- Providing complex hardware and systems software integration and maintenance support.
- Planning, integration and management of emerging technology including design, configuration, new installations, network upgrades, testing and proof of concept;
- Providing technology refresh and upgrades.
- Determining the efficient utilization of CompuCom resources with respect to client service calls including parts, tools, inventory, as well as setting priorities based on the contract terms, warranty policies, parts availability, workload, and time restrictions.
- Researching and disseminating hardware, software, and operating systems literature to keep abreast on new product/service developments and announcements.
- Researching network hardware and software in order to stay abreast of new products and integration developments and announcements.
- Testing new hardware and software enhancements and instructing and demonstrating the enhancements to State Computer Store customers.
- Acquiring and maintaining manufacturer certifications.
- Representing the State Computer Store in a professional and business like manner and communicate effectively with customers of the Store.
- Assisting the Project Manager when necessary on technical issues.
- Providing technical support in the research, design and implementation of all LAN/WAN networks.
- Providing technical support for networking/telecommunications, hardware and software.
- Possessing and maintaining knowledge of router and switch configuration, ATM; TCP/IP; internetworking; Frame Relay; Network Security; and telecommunications.

DUTY STATEMENT

Senior/Advance System Engineer(s): *(A// with at least 48 months experience within the last 60 months)*

Our Senior Level Systems Engineer are experienced in all duties of an On-Site Engineer. They are specialists in systems integration and have an extensive knowledge base of hardware and software components. Their responsibilities encompass correcting problems and providing expert network support services. Our engineers have a minimum of four years experience as overall technical lead for development, operations, testing, integration, and fielding of complex systems. They focus on planning, integration and management of emerging technology into our customers information systems, including strategic design, configuration, new installation, network upgrades, testing and proof of concept.

Under minimal direction, principal responsibilities and duties include:

- Applying specialization within a line of business to provide programming and technical leadership in support of customer needs.
- Lead in subsystem design and participating in system design projects.
- Overseeing development and implementation of system specifications, designs, integration, testing, and documentation.
- Interfacing with customers to define system requirements and priorities.
- Developing risk management and mitigation strategies.
- Acting as a principle interface to complementary programs.
- Overseeing and provides complex hardware and systems software integration and maintenance support.
- Possessing and maintaining excellent knowledge of lifecycle management, structured system development methodologies, and structured analysis and strategic design techniques.
- Expertise in requirements definition, system architecture and taking a design from initial concept to final production.
- Planning, integration and management of emerging technology including design, configuration, new installations, network upgrades, testing and proof of concept;
- Providing technology refresh and upgrade management.
- Determining the efficient utilization of CompuCom resources with respect to client service calls including parts, tools, inventory, as well as setting priorities based on the contract terms, warranty policies, parts availability, workload, and time restrictions.

- Researching and disseminating hardware, software, and operating systems literature to keep abreast on new product/service developments and announcements.
- Researching network hardware and software in order to stay abreast of new products and integration developments and announcements.
- Testing new hardware and software enhancements and instructing and demonstrating the enhancements to State Computer Store customers.
- Acquiring and maintaining manufacturer certifications.
- Representing the State Computer Store in a professional and business like manner and communicate effectively with the customers of the Store.
- Providing technical leadership to the team working on the project.
- Assisting the Project Manager on all technical issues.
- Interfacing with customers on design issues and attend technical meetings.
- Providing technical leadership in the research, design, implementation and support of all LAN/WAN networks.
- Providing the highest level technical support for networking/telecommunications, hardware and software
- Possessing and maintaining advanced knowledge of router and switch configuration, ATM; TCP/IP; internetworking; Frame Relay; Network Security; and telecommunications.

DUTY STATEMENT

Consulting Engineer(s) (CE): *All* engineers *will* have at a minimum 6 years experience *within the last 7 years*

- Our Consulting Engineers are our customer' s technical partners in developing solutions to enhance their business today, while expanding to achieve their future goals. Our Consulting Engineers are a product of our Professional Services Division, whose emphasis is on process, standardization, and integration to achieve customer intimacy and operational efficiency. Our teams of consultants are experienced in working closely with designated network administrator(s) in developing and implementing standardized network services and procedures tailored to an agency' s specific organizational needs. In addition, they have experience in diagnosing failures, correcting problems and providing network support services such as upgrades, one-on-one training, etc. Our consultant Engineers will provide our State Computer Store customers with expert resources to meet their strategic design needs and have a broad range of experience and expertise in diverse information technology environments including both distributed and host-based architectures.

Principal responsibilities and duties include:

- Acting independently as a technical advisor on the most specialized phases of system design, implementation, analysis and programming.
- Leading and participating in major system studies and implementations.
- Supporting system engineers and internal marketing teams in solving complex problems involving a broad range of technologies and industry issues.
- Investigating state-of-the-art technology and applying it.
- Communicating alternatives to management and recommends action to be taken.
- Functions as technical expert during product presentations to customers.
- Providing strategic and tactical long and short-term planning, systems analysis and design, systems implementation, post implementation services, capacity planning, behavior modeling and re-engineering.
- Integrating new technologies into customers' existing environment with emphasis on structured systems development, methodologies, and technical expertise.
- Demonstrating high-level and detailed project planning and deployment.
- Providing expertise in technology selection and strategic planning issues, including PC networking technology, host connectivity, wide-area internetworking, advanced hardware and 32-bit operating systems, remote access, and client/server architectures.
- Providing expertise through technology briefings on new and emerging technologies, which can aid in the development of long-range IT planning.
- Providing expertise on systems analysis, including performance enhancement, tuning, network re-design, and integration of new and existing technologies.
- Providing expertise in the design of support infrastructures, including network administration and management, help desk design, and procurement and asset management processes.
- Logical and physical planning of LAN/WAN projects.
- Providing detailed LAN system audits.
- Performing needs analysis and providing complete documentation of customers' IS processes.
- Conversion/migration planning and implementation.
- Providing comprehensive Internet e-business consulting.